



1. If anything was possible, what would your dream job be, and why?

If anything were possible, being an architect would be my dream job. It is because I love infrastructures and every time I see the architecture of some certain beautiful buildings here in the Philippines, I feel like I buried something within me. When I was still a kid, I loved to draw, and I used to draw houses and buildings. If I were to have a chance to go back in time, if possible, I would improve my skills in art and drawing. I would study structures and shapes, and I would learn lines and colors. I would keep the fire of art in my heart burning, and that my passion in drawing wouldn't just get wasted and thrown like it wasn't part of me. I would prepare my younger self and hone my skills so that I wouldn't regret the path that I have chosen for myself and be an architect.

2. Have you ever experienced a stressful situation in your past workplace (college if fresh graduate), what was it and how did you overcome it?

The stressful situation that I have encountered in my past workplace was dealing with irate patients. Having to face irate patients is traumatizing, and that kind of experience is something that you don't want to experience again. When encountering this kind of stressful situation, I always use the LES technique. First, you have to listen to the concerns or problems of the patient. Make sure that you really listen to them so that you will know how to solve the situation. Second, after listening, you have to empathize with them. Understand their situation and give them assurance and validation. Lastly, you solve the problem. You already listened to and heard their concerns, and were able to give them validation, so, the last thing you're going to do is give them the best solution you have on your table. With that, things will be better on the patient's end as well as your end. In my case, I was able to overcome this experience with that technique.

3. In your previous position, what task did you find most challenging and why? What task did you enjoy most and why?

In my previous work, the task that I found most challenging was talking to doctors. It was so easy to talk with patients, but I always found it challenging if I were to talk to doctors. It is because they were so intimidating, and they sometimes talked to you like they're having conversations with their colleagues. They were using jargon and some medical terms that I was mostly not knowledgeable about. I mean I have a degree in a medical-related field, but having a degree doesn't make you immune to these things. Anyway, the task that I enjoyed the most was texting Spanish patients, because having a conversation with them made me learn Spanish. I also loved how easy it was to communicate with them. They're straightforward, and they tell you



immediately what their concerns are. Well, there were some Spanish-speaking patients who were not nice, but I found it at least easier to converse with them than Americans.

4. How would your past colleagues or managers describe your work ethic?

If I were to think about it from their perspective, I would say they describe me as someone who is hard-working, kind, trustworthy and reliable. I know that they would describe me as hard-working, because I always dedicated myself to work. I always showed up even though things were hard on my end. I always did my best to learn the tasks I had as efficiently as I could, and when given with large number of patients to call, I always finished them on time. I know that for them I was a kind person, and I know they trusted me. As for being reliable, I know that by heart they describe me as one. I always delivered my task, and they could give me new ones without them doubting my ability to handle it. They knew that I was reliable enough, and capable enough to handle the new tasks. That's how I view myself from their perspective.

5. What personal or professional accomplishments are you most proud of?

The personal accomplishment that I am most proud of is passing the board examination. Having to pass the licensure examination for Medical Technologists is already big enough for me. It took me years to accomplish something like that, and I am very proud of it. People may view it as something so small, but for me, it's like heaven's plan. I know how I struggled just to get where I am, and God knows my pain. When I was still studying, I thought I was hopeless. That I wouldn't be able to pass the examination because my academic performance was poor. I got my quizzes failed, and all of my examinations had low scores. I wasn't satisfied with my performance. But who would have think that God has other plans, and He made me pass the licensure examination that I thought I wouldn't pass. That's a personal accomplishment I am very proud of.